

# Frequently Asked Questions and Troubleshooting



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### Downloading and Installing on Windows

(please uninstall previous versions of SOS Explorer Lite before installing again)

**Q - The Windows download is taking forever. What should I do?**

**A** - The Windows file download is 4.3 GB. Please allow up to an hour or so for download, depending on your Internet speed and computer hardware.

**Q - I downloaded the Windows file, now what?**

**A** - Look for the setup file in your download folder. This file will be called sosx-win.zip. Double-click it to decompress the file (takes about five minutes) then double-click on setup.exe to install the application.

**Q - The Windows install is taking forever. What should I do?**

**A** - SOS Explorer Lite requires approximately 11.5 GB of free space. Please allow 15 minutes or so for the installation depending on your computer hardware. After that, you have all of the datasets installed locally and the program requires very little bandwidth to run smoothly.

**Q - How do I start the program once it's installed?**

**A** - SOS Explorer Lite will be installed under the Start Menu on Windows.

**Q - I get a message on my Windows 8 or 10 saying, "Do you want to allow this app from an unknown developer to make changes to your PC?" What does this mean?**

**A** - This message can safely be ignored. Please continue with the installation.

**Q - I get a message saying, "This computer does not meet minimum system requirements. Unexpected behavior may occur." What does this mean?**

**A** - SOS Explorer Lite is revolutionary technology using a high-end game engine. This requires your computer to meet the [Minimum System Requirements](#) in order to get full benefits of this application.

### Downloading and Installing on Mac (OSX)

(please uninstall previous versions of SOS Explorer Lite before installing again)

**Q - The Mac download (and/or installation) is taking forever. What should I do?**

**A** - The OSX file download is 5.2 GB. Please allow up to an hour or so for download, depending on your Internet speed and computer hardware.

**Q - I downloaded the Mac setup, now what?**

**A** - Look for the setup file in your download folder. This file will be called sosx-mac.pkg Double-click it to install the application.

**Q - The Mac install is taking forever. What should I do?**

**A** - SOS Explorer Lite requires approximately 11.5GB of free space. Please allow 15 minutes or so for installation depending on your computer hardware. After that, you have all of the datasets installed locally and the program requires very little bandwidth to run smoothly.

**Q - How do I start the program once it's installed?**

**A** - SOS Explorer Lite will be installed under the under Applications folder on a Mac. You can also find SOS

Explorer Lite in the Launchpad.

**Q - I got a login window on my Mac saying, “The installer is trying to install new software.” What does this mean?**

**A -** This means that you should type in the username and password of an administrative user. If you do not have administrative rights on your computer find an administrator to install the application.

**Q - I get a message saying, “This computer does not meet minimum system requirements. Unexpected behavior may occur.” What does this mean?**

**A -** SOS Explorer Lite is revolutionary technology using a high-end game engine. This requires your computer to meet the [Minimum System Requirements](#) in order to get full benefits of this application.

## Using the application

**Q - After I hit Play! on the little window asking for a resolution, the application opened and didn't fit my screen. What should I do?**

**A -** The application attempts to choose the correct resolution for your screen. Occasionally it doesn't choose right. Quit the application and choose a smaller resolution before hitting Play! You can also check the Windowed checkbox. That way you can adjust the size as needed by dragging the corners of the application or by using the maximize button.

**Q - The fan on my computer runs loudly when I open the program, what does this mean?**

**A -** It means your computer is hawt. SOS Explorer Lite is built using a high-end game engine. It will use a lot of your memory. However, it shouldn't cause any damage to your hardware.

**Q - I don't understand what I'm supposed to do. How do I get started?**

**A -** Take the Help Tour first. You can find it by clicking the button in the far bottom left with a question mark or by following the initial prompt in the middle of your screen. Then if you still have questions, inside the application you can click Tools > Help to go to the [Help Guide](#) on our website.

**Q - Can I add my own content?**

**A -** Not at this time. In future versions of SOS Explorer Lite we will be looking at including the full SOS catalog and allowing users to add their own datasets and create their own tours.

**Q - I found a bug, what should I do?**

**A -** If the program is frozen or not behaving well, quit the program and it should reset back to a normal state, then click Tools > Feedback to send your feedback and bug issues to us. Thank you for letting us know! We'll do our best to fix it and let you know when you can download the product again.

**Q - Can I use SOS Explorer Lite in a public setting?**

**A -** No. SOS Explorer Lite is designed for personal use and may not be used for commercial purposes or in public settings such as museum exhibits. An exhibit version of SOS Explorer Lite with a kiosk is schedule to be released in winter 2016-2017.

## Further inquiries or difficulties?

[Contact us](#)